GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3197
ANSWERED ON:12.03.2003
FAULT RECTIFICATION SCHEME
KAMBALAPADU E. KRISHNAMURTHY;RAJO SINGH

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government are aware that rural subscribers of BSNL including C-dot and SMPSof Rural Exchanges are facing the problem of faulty services and frequent interruptions;

(b) if so, the details thereof;

(c) whether the matter has been enquired into;

(d) if so, whether the Government propose to launch fault rectification scheme in different States; and

(e) if so, by when the scheme is likely to be implemented in different States?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) No, Sir, telecom services of rural areas of BSNL are generally satisfactory including C-DOT and SMPS of Rural Exchanges.

(b) & (c) Do not arise in view of (a) above.

(d) & (e) BSNL has already implemented the following fault rectification schemes in different states in a phased manner.

(i) Computerization of Fault Repair Service.

(ii) Interactive Voice Response System (IVRS) based centralized booking at Short Distance Charging Centre (SDCC).